

Australian Capital Territory

# **Territory Records (Records Disposal Schedule – Advocacy Services Records) Approval 2026 (No 1)**

**Notifiable instrument NI2026–77**

made under the

**Territory Records Act 2002, s 19 (Approval of schedules for the disposal of records)**

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## **1 Name of instrument**

This instrument is the Territory Records (Records Disposal Schedule – Advocacy Services Records) Approval 2026 (No 1).

## **2 Commencement**

This instrument commences on the day after notification.

## **3 Approval**

I approve the Records Disposal Schedule – Advocacy Services.

## **4 Revocation**

This instrument revokes Territory Records (Records Disposal Schedule – Advocacy Services Records) Approval 2015 (No 1) NI2015-357.

Danielle Wickman  
Director of Territory Records  
11 February 2026



# Territory Records Disposal Schedule (RDS)

Authorised under s.19 of the *Territory Records Act 2002* for the disposal of  
Advocacy Services Records

## Contents

Territory Records Disposal Schedule (RDS) .....	2
INTRODUCTION .....	4
ADVOCACY SERVICES .....	6
<b>Advice</b> .....	<b>6</b>
<b>Agreements</b> .....	<b>7</b>
<b>Case Management</b> .....	<b>8</b>
<b>Committees</b> .....	<b>9</b>
<b>Consultation &amp; Engagement</b> .....	<b>10</b>
<b>Contracting Out</b> .....	<b>11</b>
<b>Customer Service</b> .....	<b>12</b>
<b>Evaluation &amp; Reviewing</b> .....	<b>12</b>
<b>Investigations</b> .....	<b>13</b>
<b>Liaison &amp; Meetings</b> .....	<b>14</b>
<b>Monitoring &amp; Oversight</b> .....	<b>15</b>
<b>Planning</b> .....	<b>16</b>
<b>Policies &amp; Procedures</b> .....	<b>17</b>
<b>Reporting</b> .....	<b>18</b>
<b>Research</b> .....	<b>19</b>
<b>Standards</b> .....	<b>19</b>
<b>Submissions</b> .....	<b>20</b>
<b>Tendering</b> .....	<b>20</b>
<b>Training &amp; Development</b> .....	<b>21</b>
RELATED LEGISLATION .....	23
DEFINITIONS .....	24

## INTRODUCTION

The *Records Disposal Schedule – Advocacy Services* is the official authority for the disposal of these ACT Government Records.

It is one of a series of Whole of Government Records Disposal Schedules authorised by the Director of Territory Records in accordance with the provisions of the *Territory Records Act 2002* to support appropriate retention and disposal of records created in the course of ACT Government business.

Records Disposal Schedules define the minimum period records should be kept (retention periods) and specifies whether, upon expiry of the retention periods, the records may be destroyed or are required as Territory Archives.

## Using this schedule

This Records Disposal Schedule covers all records related to the function Advocacy Services and applies to records created in any format, unless otherwise specified in the *Description of Records*. It also applies to records created or maintained by consultants, contractors and other third parties undertaking the function on behalf of ACT Government agencies.

## Authority

The Director of Territory Records, in consultation with stakeholders and the Territory Records Advisory Council has approved this Records Disposal Schedule for use. Officers using this Records Disposal Schedule should apply it with caution. The authorisations for disposal are given in terms of the *Territory Records Act 2002* only. Officers must not dispose of Records in contravention of this Records Disposal Schedule or other requirements under the *Territory Records Act 2002*, including any other applicable Records Disposal Schedule or approved Records Management Program.

**Agencies must take appropriate steps to meet the prerequisites for disposal in this and other applicable Records Disposal Schedules, including to ascertain whether disposal is prohibited, for example where the Records relate to any reasonably foreseeable legal action or current Records Disposal Freeze, or are of intrinsic or enduring value.**

This Records Disposal Schedule will remain in force until a new schedule revokes it or the Director of Territory Records withdraws it from use.

## Disposal

When the approved retention period of records has been reached and there is no other business need to keep them, appropriate arrangements for their destruction should be made in accordance with the agency's Records Management Program (s16 (4)) and appropriately documented in accordance with *Standard and Guidelines for Records and Information Governance*: <https://www.territoryrecords.act.gov.au/standards>.

Transitory and short-term records are not required to be captured into a recordkeeping application and do not require formal destruction documentation. For further information on disposing of these records refer to the advice *Assess - Normal Administrative Practice*:

[https://www.territoryrecords.act.gov.au/\\_data/assets/pdf\\_file/0007/1218391/Assess-Normal-Administrative-Practice-NAP-2024-002.pdf](https://www.territoryrecords.act.gov.au/_data/assets/pdf_file/0007/1218391/Assess-Normal-Administrative-Practice-NAP-2024-002.pdf).

## Support and Assistance

Enquiries about this schedule or recordkeeping should be directed to your agency's Records Manager. If further assistance is required, including suggestions for amendments or alterations to the RDS, please contact the Territory Records Office.

## ADVOCACY SERVICES

The function of providing advocacy, oversight and engagement in order to represent and uphold the rights and interests of children, young people and adults in the ACT community who are marginalised; at risk of having, or have had, their freedoms removed; and/or whose condition or situation makes them potentially vulnerable to abuse, exploitation or neglect.

Includes consulting with and listening to the views of individuals or groups; representing the rights, interests, and/or views of individuals/groups to Government and other stakeholders; responding to requests for advice or assistance; identifying and investigating issues of systemic concern; intervening with agencies, and in courts or tribunals; overseeing and monitoring systems and services that support people experiencing vulnerability; and encouraging and fostering the development and provision of services, facilities, and programs that support or benefit children, young people, and those experiencing vulnerability.

*[For providing advocacy and support to victims of crime and their families, use VICTIMS SUPPORT & REDRESS.*

*For delegations of power and authorisations to agency staff to authorise administrative action relating to the advocacy services function, use STRATEGY & GOVERNANCE Authorisation & Delegation.*

*For managing relationships with the media, including issuing media releases, use GOVERNMENT & STAKEHOLDER RELATIONS - Media Relations*

*For the identification and assessment of risks, including agency risk registers, use STRATEGY & GOVERNANCE - Risk Management & Insurance.*

*For the management of work experience placements, use HUMAN RESOURCES - Employee History.]*

### Advice

The activities associated with offering opinions by or to the agency as to an action or judgment. Includes the process of advising.

*[For advice and information provided to clients as part of managing the client's case, use ADVOCACY SERVICES - Case Management.*

*For legal advice, use SOLICITOR & LEGAL SERVICES - Advice.*

*For formal submissions prepared by the agency such as those prepared in response to specific requests from government (e.g. seeking comment on draft legislation, policy, or discussion papers, or as input to inquiries), use ADVOCACY SERVICES - Submissions.]*

Disposal Reference	Description of Records	Retention Period & Trigger
205.005.001	Advice prepared by the agency which relates to matters considered significant, controversial, or which has far-reaching implications for advocacy and support provided to people experiencing vulnerability. This may include advice given on high-level policies, legislation, public-wide issues, and reforms. Includes draft advice where the draft	Retain as Territory Archives

	was provided in lieu of final advice.	
205.005.002	Advice on matters considered routine or operational.	Destroy 5 years after last action
205.005.003	Records documenting the preparation of advice, including: <ul style="list-style-type: none"> <li>• background research;</li> <li>• substantive draft advice, unless the draft was provided in lieu of final advice; and</li> <li>• internal feedback and liaison.</li> </ul>	Destroy 2 years after last action
<p><b>Agreements</b></p> <p>The processes associated with the establishment, maintenance, review and negotiation of agreements. Includes records associated with preparing agreements/contracts and settling those agreements/contracts. Includes contracts, memoranda of understanding (MOU), deeds, leases, licences and mortgages.</p>		
<b>Disposal Reference</b>	<b>Description of Records</b>	<b>Retention Period &amp; Trigger</b>
205.006.001	Records documenting the negotiation, establishment, maintenance, and review of significant agreements which have major implications, liabilities, or obligations for the agency in relation to advocacy services.	Retain as Territory Archives
205.006.002	Records documenting the negotiation, establishment, maintenance, and review of agreements under seal, made to support the provision or management of advocacy services.	Destroy 12 years after agreement expires or is terminated
205.006.003	Records documenting the negotiation, establishment, maintenance, and review of memoranda of understanding and simple signed agreements, made to support the delivery of advocacy services.	Destroy 7 years after agreement expires or is terminated
205.006.004	Registers of agreements and contracts.	Destroy 7 years after last entry

**Case Management**

The activity of managing an incident, person, organisation, or client on a case basis. Case management incorporates the process of assessment, planning, facilitation, and advocacy for options and services to meet an individual's, organisation's, or client's needs or outcomes. Includes processing applications; authorisations and approvals; the establishment of a client; developing, implementing, and monitoring case plans; the ongoing delivery and provision of services; finalisation of services and reviews of service delivery.

*[For documents requested or received in the course of monitoring services and systems that support clients, use ADVOCACY SERVICES - Monitoring & Oversight.*

*For agreements and memoranda of understanding with partner agencies in relation to information sharing or management of support and services to clients, use ADVOCACY SERVICES - Agreements.*

*For the engagement of services providers by the agency to provide support and services to clients, use ADVOCACY SERVICES - Contracting Out.]*

Disposal Reference	Description of Records	Retention Period & Trigger
205.194.001	Records documenting advocacy cases which are high profile, controversial, precedent setting, or subject to significant community or public interest. Includes: <ul style="list-style-type: none"> <li>• expert reports;</li> <li>• correspondence; and</li> <li>• determinations.</li> </ul>	Retain as Territory Archives
205.194.002	Records documenting advocacy services and support provided to individual clients where cases are considered to be high-risk or which involve allegations of child sexual abuse. Records may include: <ul style="list-style-type: none"> <li>• referrals, assessments and evaluations;</li> <li>• liaison, meetings, interviews, or other correspondence with clients;</li> <li>• case plans;</li> <li>• applications, orders, or similar representations made by the agency on behalf of clients;</li> <li>• consent forms;</li> <li>• liaison and meetings with or advice from external agencies or parties regarding the client; and</li> <li>• reports to external parties regarding the client's treatment, care, or welfare (voluntary or mandatory).</li> </ul>	Destroy 75 years after date of birth of the client, or 15 years after last action or contact with the client, whichever is longer

205.194.003	<p>Records documenting advocacy services and support provided to individual clients that relate to matters that are considered routine or operational in nature. Records may include:</p> <ul style="list-style-type: none"> <li>• referrals, assessments and evaluations;</li> <li>• liaison, meetings, interviews, or other correspondence with clients;</li> <li>• case plans;</li> <li>• applications, orders, or similar representations made by the agency on behalf of clients;</li> <li>• consent forms;</li> <li>• liaison and meetings with or advice from external agencies or parties regarding the client; and</li> <li>• reports to external parties regarding the client's treatment, care or welfare (voluntary or mandatory).</li> </ul>	Destroy 25 years after date of birth of the client, or 7 years after last action or contact with the client, whichever is longer
<p><b>Committees</b></p> <p>The activities associated with the establishment, appointment of members, terms of reference, proceedings, minutes, reports, agendas, etc. of committees and task forces.</p> <p><i>[For the establishment, management, and meetings of boards, councils, and committees set up to oversee, direct or manage the operations of the agency, use STRATEGY &amp; GOVERNANCE - Planning.]</i></p>		
Disposal Reference	Description of Records	Retention Period & Trigger
205.020.001	<p>Records documenting high-level external or internal boards, councils, committees, taskforces or similar working groups set up to provide independent advice, strategic planning, coordination or decision making, or to oversee advocacy services and operations, and where the agency provides the chair, secretariat, or is the Territory's main representative. Includes:</p> <ul style="list-style-type: none"> <li>• documents establishing the group;</li> <li>• terms of reference;</li> <li>• appointment of members; and</li> <li>• final version of minutes, reports, recommendations, discussion papers, or other meeting papers.</li> </ul>	Retain as Territory Archives
205.020.002	Records documenting other external or internal boards, councils, committees or similar bodies set up to consider routine or operational matters, or where the agency is not the chair, secretariat, or the Territory's main	Destroy 5 years after last action

	<p>representative. Includes:</p> <ul style="list-style-type: none"> <li>• documents establishing the group;</li> <li>• terms of reference;</li> <li>• appointment of members; and</li> <li>• final version of minutes, reports, recommendations, discussion papers, or other meeting papers.</li> </ul>	
205.020.003	<p>Records documenting routine administration and working papers of boards, councils, committees and working groups. Includes:</p> <ul style="list-style-type: none"> <li>• agendas;</li> <li>• notices of meetings;</li> <li>• draft minutes, reports, and meeting papers; and</li> <li>• venue and facility bookings and arrangements.</li> </ul>	Destroy 1 year after last action
<p><b>Consultation &amp; Engagement</b></p> <p>The activities associated with consulting and engaging with children, young people or the broader community to better understand their views or needs, promote participation in decision-making, and inform advice to government and community agencies.</p> <p><i>[For consultation and engagement carried out through more formal committees, taskforces and working groups, use ADVOCACY SERVICES - Committees.</i></p> <p><i>For the provision of general information and educational materials that engage children, young people and the broader community, use ADVOCACY SERVICES — raining &amp; Development.</i></p> <p><i>Note: Where consultation and engagement is carried out as part of a more specific activity, refer to the relevant activity. For example, for consulting and engaging with stakeholders in the course of conducting an investigation, use ADVOCACY SERVICES - Investigations.]</i></p>		
<b>Disposal Reference</b>	<b>Description of Records</b>	<b>Retention Period &amp; Trigger</b>
205.452.001	Consent forms which either prohibit or allow the agency to share, print, or publish articles, letters, videos, artworks or other materials submitted by children and young people.	Destroy 25 years after date of birth of the person, or 7 years after last action, whichever

		is longer
205.452.002	Final reports presenting the findings of agency consultation and engagement activities.	Destroy 7 years after last action
205.452.003	Articles, letters, videos, artworks, postcards, poems or other materials submitted to the agency by children and young people or generated as part of consultations with children and young people.	Destroy 3 years after last action
205.452.004	Records relating to working papers and routine arrangements for the conduct of consultation and engagement activities or sessions, such as: <ul style="list-style-type: none"> <li>• venue and facility bookings;</li> <li>• liaison with schools or other bodies to arrange consultations;</li> <li>• completed surveys; and</li> <li>• consultation notes.</li> </ul>	Destroy 1 year after last action
<p><b>Contracting Out</b></p> <p>The activities involved in managing the performance of work or the provision of goods and services by an external contractor, vendor, or consultant, or by using external bureau services. Includes outsourcing.</p> <p><i>[For records documenting the establishment, maintenance and review of contracts or agreements with service providers, use ADVOCACY SERVICES - Agreements.</i></p> <p><i>[For records relating to the development, receipt, and evaluation of tenders, use ADVOCACY SERVICES - Tendering.]</i></p>		
Disposal Reference	Description of Records	Retention Period & Trigger
205.025.001	Records documenting the engagement and ongoing management of contractors, consultants and other services providers. Includes: <ul style="list-style-type: none"> <li>• requests for contracted services and associated responses;</li> <li>• assessments, decisions, and notifications to successful service providers;</li> <li>• minutes of meetings and ongoing liaison;</li> <li>• reports evaluating or reviewing the progress or performance of service providers; and</li> <li>• records of any appeals made by service providers.</li> </ul>	Destroy 7 years after last action

Disposal Reference	Description of Records	Retention Period & Trigger
205.030.001	Records documenting public reaction or complaints about the provision of advocacy programs or services that caused significant public or political interest, resulted in significant changes to policies or procedures, established a precedent or required a significant investigation. Also includes responses from relevant oversight agencies.	Retain as Territory Archives
205.030.002	<p>Records documenting the planning, delivery, monitoring, evaluation, and management of customer services to the agency's clients, including:</p> <ul style="list-style-type: none"> <li>• customer service plans;</li> <li>• service charters;</li> <li>• customer feedback and suggestions;</li> <li>• receipt and response to complaints, enquiries and requests for information;</li> <li>• distribution of general information or greetings to customers, such as general mail-outs;</li> <li>• customer surveys; and</li> <li>• reports monitoring recurring customer service activities and operations.</li> </ul>	Destroy 2 years after last action

### Evaluation & Reviewing

The activities associated with evaluating, monitoring, or reviewing the suitability, effectiveness, quality, or performance of services, programs, schemes or initiatives.

*[For evaluating, monitoring, and reviewing the provision of customer services, including through customer surveys, feedback, and reporting, use ADVOCACY SERVICES - Customer Service.*

*For case coordinator evaluation reports about advocacy services provided to individual clients, including as part of case closure processes, use ADVOCACY SERVICES -*

<p><i>Case Management.</i></p> <p><i>For reviewing and investigating systems issues or matters in the course of providing advocacy support and services, use ADVOCACY SERVICES - Investigations.]</i></p>		
<b>Disposal Reference</b>	<b>Description of Records</b>	<b>Retention Period &amp; Trigger</b>
205.451.001	<p>Records documenting major evaluations or reviews of advocacy services, programs, or operations either carried out or commissioned by the agency, such as those which provide a detailed report to external stakeholders on the effectiveness or performance of advocacy services and support, lead to the establishment of new or major changes to policies, programs, initiatives, or legislation, or otherwise present significant findings or recommendations.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• documents initiating the evaluation or review;</li> <li>• final reports; and</li> <li>• action plans.</li> </ul>	Retain as Territory Archives
205.451.002	<p>Records documenting the evaluation and review of advocacy services, programs, and operations which are considered routine and/or part of ongoing operational monitoring and analysis activities. Includes:</p> <ul style="list-style-type: none"> <li>• documents initiating the evaluation or review;</li> <li>• final reports; and</li> <li>• action plans.</li> </ul>	Destroy 5 years after last action
205.451.003	<p>Working papers supporting the evaluation, monitoring and review of advocacy services, programs or operations, including background research, information gathered, and draft versions of reports and action plans.</p>	Destroy 1 year after action completed
<p><b>Investigations</b></p> <p>The activities involved in a formal search, examination, and/or scrutiny undertaken as a result of an accident, an incident, a complaint, an observation, a breach, or non-compliance. Includes evidence collected, produced documents, photographs, statements, notes, decisions, and final reports.</p> <p><i>[For the agency's involvement in inquiries and investigations conducted by external government agencies, use GOVERNMENT &amp; STAKEHOLDER RELATIONS.</i></p> <p><i>For investigations into compliance breaches that result in litigation, use SOLICITOR &amp; LEGAL SERVICES - Litigation &amp; Representation.]</i></p>		

Disposal Reference	Description of Records	Retention Period & Trigger
205.202.001	Records documenting the conduct of investigations and reviews into matters considered of major public interest, precedent-setting, or which influence legislative change or policy reforms. Includes: <ul style="list-style-type: none"> <li>• terms of reference or similar documents establishing the investigation or review;</li> <li>• supporting research reports;</li> <li>• summaries of interviews, surveys, or similar consultations; and</li> <li>• final reports.</li> </ul>	Retain as Territory Archives
205.202.002	Final reports of routine investigations or reviews carried out by the agency.	Destroy 7 years after last action
205.202.003	Routine operational records and working papers supporting the conduct of investigations and reviews, including: <ul style="list-style-type: none"> <li>• arrangements to conduct visits and inspections;</li> <li>• notes from meetings, interviews, or observations;</li> <li>• documents obtained to support the investigation or review; and</li> <li>• substantive draft versions of reports.</li> </ul>	Destroy 7 years after last action

### Liaison & Meetings

The activities associated with maintaining general contact with internal or external stakeholders through routine liaison and/or meetings for the purposes of collaborating on matters or sharing informal advice and information.

*[Where the agency liaises or holds meetings with internal or external stakeholders to support a more specific process, use the relevant activity. For example, use Contracting Out for liaison and meetings to monitor or manage the work or performance of service providers; Case Management for liaison or notes of meetings with clients or partner agencies relating to the support of a specific client; or Agreements for liaison with parties relating to the negotiation and establishment of agreements.]*

*For formal liaison and meetings of boards, committees, taskforces, and similar working groups, use ADVOCACY SERVICES - Committees.]*

Disposal Reference	Description of Records	Retention Period & Trigger
205.444.001	Records documenting liaison and meetings with other government agencies or external bodies for the purpose of coordinating, planning, or managing specific cases, projects, initiatives, or other matters relating to the provision of advocacy support and services. Includes minutes, agenda, and papers of meetings held.	Destroy 5 years after last action
205.444.002	Records documenting liaison and meetings with internal teams, partner agencies, or other stakeholders for the purpose of discussing routine operational matters, providing updates, or sharing general information and advice relating to advocacy support services or related matters. Includes minutes, agenda, and papers of meetings held.	Destroy 2 years after last action
<p><b>Monitoring &amp; Oversight</b></p> <p>The activities associated with monitoring and overseeing services provided to children, young people, and adults who reside in or rely on services provided in or by government and non-government facilities, to ensure government and non-government service providers are meeting their statutory responsibilities; ensure the protection and wellbeing of individuals; and identify concerns or issues where a person's rights may be at risk.</p> <p>Includes monitoring compliance through the conduct of inspections and visits of services and facilities, and review of documents obtained or received by in accordance with legislative requirements.</p> <p>Includes inspections of places of detention under the ACT National Preventative Mechanism.</p> <p><i>[For investigations carried out following the identification of systemic or significant issues arising from compliance monitoring activities, use ADVOCACY SERVICES - Investigations.]</i></p> <p><i>[For advocacy and support provided to individual clients as a result of issues or risks identified through the agency's compliance monitoring activities, use ADVOCACY SERVICES - Case Management.]</i></p>		
Disposal Reference	Description of Records	Retention Period & Trigger
205.446.001	Registers of visitable places.	Retain as Territory Archives
205.446.002	Reports of actual or suspected sexual abuse of children and young people. Includes final reports and records of interviews, meetings, or other evidence gathered to substantiate reports.	Destroy 45 years after last action or contact with the

		client, whichever is longer
205.446.003	<p>Records documenting:</p> <ul style="list-style-type: none"> <li>• reports of actual or suspected abuse and neglect of children, young people, and adults, excluding those relating to allegations of sexual abuse of children and young people; and</li> <li>• grievances submitted by an individual or group to an advocacy body (e.g. Official Visitors).</li> </ul> <p>Includes reports and recommendations made, notes of meetings, interviews and observations, evidence gathered to substantiate reports or grievances, and referrals to other bodies.</p>	Destroy 25 years after date of birth of the client, or 7 years after last action, whichever is longer
205.446.004	<p>Reports by Official Visitors to the Minister outlining findings, observations, recommendations, or other insights from inspections and visits to visitable places, including reports of non-compliant visitable places and reports on identified systemic issues.</p>	Destroy 15 years after last action
205.446.005	<p>Records documenting all other routine monitoring of government and non-government services to ensure compliance with standards and requirements, including reports, notes of meetings and interviews, and evidence gathered to substantiate reports.</p>	Destroy 7 years after last action
205.446.006	<p>Records documenting the conduct of visits and inspections of government and non-government facilities and services, including:</p> <ul style="list-style-type: none"> <li>• arrangements to conduct visits and inspections; and</li> <li>• visit/inspection plans and schedules.</li> </ul>	Destroy 3 years after last action
205.446.007	<p>Notifications, applications, orders, reports, registers, advice, or other information received or collected and reviewed by the agency (for the purposes of monitoring compliance and identifying issues and risks) where the agency does not subsequently intervene and/or provide advocacy services to the individual clients in response.</p>	Destroy 3 years after last action
<p><b>Planning</b></p> <p>The activities associated with carrying out systematic planning in order to meet strategic, business, or operational goals and objectives.</p> <p><i>[For plans developed for specific clients, use ADVOCACY SERVICES - Case Management.]</i></p>		

Disposal Reference	Description of Records	Retention Period & Trigger
205.079.001	Final version of high-level plans and strategies relating to advocacy services such as those that support key government initiatives, provide the overarching direction and framework for advocacy programs, services, or compliance monitoring and oversight activities, or are considered significant in addressing systemic issues, or otherwise have far reaching implications for services to children, young people, people experiencing vulnerability, and/or the broader community.	Retain as Territory Archives
205.079.002	Final version of other plans and strategies relating to the provision of advocacy services and support, such as those considered operational or routine in nature.	Destroy 5 years after last action
205.079.003	Working papers supporting the development of final plans and strategies. Includes draft plans, reports analysing issues, and comments received.	Destroy 1 year after last action
<p><b>Policies &amp; Procedures</b></p> <p>The activities associated with drafting, developing, and implementing policies, procedures, and guidelines establishing decisions, directions, precedents, and standard methods of operating which act as a reference for future decision making, and maintaining their currency over time. Includes guidelines devised by other internal and external sources of authority, rules and instructions.</p>		
Disposal Reference	Description of Records	Retention Period & Trigger
205.273.001	<p>Records documenting the development of high-level policies, procedures, and guidelines such as those that provide the overarching framework and rules for the agency's approach or decision-making in the delivery of advocacy support, compliance monitoring, and oversight services, including guidelines made under legislation. Includes:</p> <ul style="list-style-type: none"> <li>• policy proposals;</li> <li>• supporting research reports;</li> <li>• major drafts issued for consultation</li> <li>• results of consultations; and</li> <li>• final versions.</li> </ul>	Retain as Territory Archives

205.273.002	Final version of routine or internal operational policies and procedures relating to the provision of advocacy support and services.	Destroy 5 years after last action
205.273.003	Working papers relating to the development of routine or internal operational policies and procedures, including supporting background papers, feedback from consultations and substantive draft versions.	Destroy 1 year after last action
<p><b>Reporting</b></p> <p>The processes associated with initiating or providing a formal response to a situation or request (either internal, external, or as a requirement of corporate policies, regulation, or legislation, e.g. Annual Report). Includes statistics and returns.</p> <p><i>[For the drafting, development and submission of reports to government on the agency's core functions, such as annual reports, use STRATEGY &amp; GOVERNANCE - Performance Management.</i></p> <p><i>Note: Where reports are the result of a more specific process, refer to the relevant activity. For example, use Case Management for reports relating to an individual client advocacy case; use Monitoring &amp; Oversight for reporting on compliance monitoring activities; use Investigations for reports on the findings and outcomes of investigations or reviews into specific or systemic issues; or Consultation &amp; Engagement for reports on the outcomes of agency consultation activities.]</i></p>		
<b>Disposal Reference</b>	<b>Description of Records</b>	<b>Retention Period &amp; Trigger</b>
205.088.001	Final versions of high-level formal reports that provide a detailed overview of advocacy services, programs or issues, are prepared in response to legislative requirements, or which otherwise present issues or make recommendations which have a major impact on services and support to children, young people, and/or people experiencing vulnerability.	Retain as Territory Archives
205.088.002	Final version of all other reports including operational reports made to external agencies, routine internal reports or updates prepared to monitor or document recurring activities, or responses to external agency surveys relating to the provision and management of advocacy services.	Destroy 5 years after last action
205.088.003	Working papers documenting the development of all reports. Includes drafts and comments received.	Destroy 1 year after last action

<b>Research</b>		
The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles, etc. Used to support development of projects, standards, guidelines, etc., and business activities in general. Includes following up enquiries relating to programs, projects, working papers, literature searches, etc.		
<b>Disposal Reference</b>	<b>Description of Records</b>	<b>Retention Period &amp; Trigger</b>
205.091.001	Records documenting detailed original research carried out or commissioned by the agency where research is considered valuable in contributing to the existing body of knowledge relating to the provision of advocacy support and services, including research carried to determine ways of improving programs or services.	Destroy 7 years after last action
205.091.002	Records documenting all other routine research carried out relating to advocacy services provided by the agency.	Destroy 2 years after last action
<b>Standards</b>		
The activities associated with developing and/or implementing industry or organisation specific benchmarks for services and processes to enhance the quality and efficiency of an organisation, business, or industry. <i>[For customer service standards and charters, use ADVOCACY SERVICES - Customer Service.]</i>		
<b>Disposal Reference</b>	<b>Description of Records</b>	<b>Retention Period &amp; Trigger</b>
205.100.001	Records documenting the development of standards relating to the advocacy services function. Includes: <ul style="list-style-type: none"> <li>• supporting research papers;</li> <li>• draft standards issued for consultation;</li> <li>• submissions received and consultation summaries; and</li> <li>• final version of standards.</li> </ul>	Destroy 7 years after last action
205.100.002	Records documenting the adoption and implementation of standards relating to advocacy services.	Destroy 7 years after last action

<b>Submissions</b>		
<p>The preparation and submission of a formal statement (e.g. business case, statistics, etc.) supporting a case or opinion held by the agency which is submitted to another agency or organisation, or within the agency, for the purpose of either gain or support.</p> <p><i>[Note: Includes submissions in response to specific requests from government seeking comment on draft legislation, policy, or discussion papers; submissions providing input to government inquiries; and submissions and letters expressing the agency's concern or support for a particular matter.]</i></p>		
<b>Disposal Reference</b>	<b>Description of Records</b>	<b>Retention Period &amp; Trigger</b>
205.102.001	<p>Submissions prepared by the agency which provide detailed commentary on matters that are deemed significant, controversial, or have far-reaching implications for advocacy support and services. Includes:</p> <ul style="list-style-type: none"> <li>• final submissions;</li> <li>• submission summaries;</li> <li>• substantive draft submissions circulated for internal review; and</li> <li>• internal feedback and liaison.</li> </ul>	Retain as Territory Archives
205.102.002	<p>Submissions prepared by the agency which provide commentary on matters considered routine or operational. Includes:</p> <ul style="list-style-type: none"> <li>• final submissions;</li> <li>• submission summaries;</li> <li>• substantive draft submissions circulated for internal review; and</li> <li>• internal feedback and liaison.</li> </ul> <p>Also includes submissions where the agency provides a nil response.</p>	Destroy 5 years after last action
<b>Tendering</b>		
<p>The activities involved in receiving and assessing tenders, of making offers and finalising contract arrangements for the supply, sale or purchase of goods and services.</p> <p><i>[For the establishment, maintenance, and review of agreements or contracts with successful providers, use ADVOCACY SERVICES - Agreements.</i></p> <p><i>For the engagement of consultants, contractors, or service providers where there is no tendering process, use ADVOCACY SERVICES - Contracting Out.</i></p>		

<i>For managing the ongoing performance and work of consultants, contractors, and service providers, use ADVOCACY SERVICES - Contracting Out.]</i>		
<b>Disposal Reference</b>	<b>Description of Records</b>	<b>Retention Period &amp; Trigger</b>
205.104.001	<p>Records documenting the development, issue, evaluation and review of tenders, including unsuccessful tenders or a tender process where there is no suitable bidder, or where the tender process has been discontinued. Includes:</p> <ul style="list-style-type: none"> <li>• Statements of Requirements;</li> <li>• Requests for Proposals;</li> <li>• Expressions of Interest;</li> <li>• Request for Tender (RFT);</li> <li>• draft contracts;</li> <li>• evaluation reports;</li> <li>• recommendations;</li> <li>• final reports and public notices;</li> <li>• notification of outcome</li> <li>• records of post-offer negotiations and due diligence checks; and</li> <li>• tender registers.</li> </ul>	Destroy 7 years after last action
<p><b>Training &amp; Development</b></p> <p>The activities associated with all aspects of managing and providing training and development or education and awareness sessions to an organisation's staff or to other organisations, industry or the community.</p> <p><i>[For the development and delivery of training to agency staff, volunteers, graduates, or others under specific study or employment schemes, use HUMAN RESOURCES - Training &amp; Development.]</i></p>		
<b>Disposal Reference</b>	<b>Description of Records</b>	<b>Retention Period &amp; Trigger</b>
205.277.001	Final version of published guides, newsletters, kits, or other resources considered significant in understanding the agency's role in providing advocacy services, including those which reflect advocacy activities and communications during events that are significant in the ACT's development history.	Retain as Territory archives

205.277.002	<p>Summary records of education and training events delivered by the agency. Including details of:</p> <ul style="list-style-type: none"> <li>• event type and name;</li> <li>• date held; and</li> <li>• client (if applicable).</li> </ul>	Destroy 2 years after last action
205.277.003	<p>Records documenting the administration of all education and training programs and activities. Includes:</p> <ul style="list-style-type: none"> <li>• training or event schedules;</li> <li>• substantive draft materials and resources;</li> <li>• requests for education sessions, workshops, presentations, or similar events;</li> <li>• liaison with event organisers;</li> <li>• bookings and arrangements (e.g. venue, facilities, equipment, catering); and</li> <li>• evaluation and feedback forms.</li> </ul>	Destroy 2 years after last action
205.277.004	<p>Final version of materials and resources (e.g. presentations, handouts, posters, flyers, guides, toolkits, videos, frequently asked questions, newsletters etc.) developed to inform, educate, and promote awareness about the rights of, or advocacy services available to, children and young people, or people experiencing vulnerability.</p>	Destroy when superseded or no longer in use

## RELATED LEGISLATION

The following legislation is related to the records classes covered by this Records Disposal Schedule:

*Births, Deaths and Marriages Registration Act 1997*

*Children and Young People Act 2008*

*Corrections Management Act 2007*

*Court Procedures Act 2004*

*Crimes Act 1900*

*Crimes (Child Sex Offenders) Act 2005*

*Disability Inclusion Act 2024*

*Domestic Violence Agencies Act 1986*

*Evidence Act 2011*

*Evidence (Miscellaneous Provision) Act 1991*

*Family Violence Act 2016*

*Freedom of Information Act 2016*

*Guardianship and Management of Property Act 1991*

*Housing Assistance Act 2007*

*Human Rights Act 2004*

*Human Rights Commission Act 2005*

*Information Privacy Act 2014*

*Mental Health Act 2015*

*Mental Health (Secure Facilities) Act 2016*

*Official Visitor Act 2012*

*Personal Violence Act 2016*

*Powers of Attorney Act 2006*

*Senior Practitioner Act 2018*

*Territory Records Act 2002*

*Terrorism (Extraordinary Temporary Powers) Act 2006*

*Variation in Sex Characteristics (Restricted Medical Treatment) Act 2023*

*Victims of Crime Act 1994*

*Victims of Crime (Financial Assistance) Regulation 2016*

*Victims of Crime Regulation 2000*

**Note:** *The above list may not be exhaustive, it is the responsibility of the officers using this Records Disposal Schedule to follow all applicable legislation, regardless of whether it is listed above.*

## DEFINITIONS

### Agency

The Executive, an ACT Court, the Legislative Assembly Secretariat, an administrative unit, a Board of Inquiry, a Judicial or Royal Commission, any other prescribed authority, or an entity declared under the regulations of the *Territory Records Act 2002* to be an agency.

### Appraisal

The process of evaluating business activities to:

- determine which records need to be captured;
- determine how long the records need to be kept to meet business needs; and
- meet the requirements of organisational accountability and community expectations.

### Business Classification Scheme

A hierarchical scheme for identifying and defining the functions, activities, and transactions an agency performs in the conduct of its business, and the relationships between them.

### Principal Officer

The Chief Executive of an administrative unit, or its equivalent in other types of agencies.

### Records

Information created, received, and maintained as evidence and information by an organisation or person, in pursuance of legal obligations or in the transition of business. This recorded information must be maintained or managed by the agency to provide evidence of their business activities. Records can be in written, electronic or any other form.

**Records of an Agency**

Records, in writing, electronic or any other form, under the control of an agency or to which it is entitled to control, kept as a record of its activities, whether it was created or received by the agency.

**Records Disposal Schedule**

A document approved by the Director of Territory Records, which sets out the types of records an agency must make and how long they must be kept.

**Records Management Program**

A document that complies with Section 16 of the *Territory Records Act 2002* by setting out the means by which an agency will manage its records, and is approved by the agency's Principal Officer.

**Recordkeeping Systems**

Information systems that capture, maintain and provide access to records over time. While the term is often associated with computer software, Recordkeeping Systems also encompass policies, procedures, practices, and resources that are applied within an agency to ensure that full and accurate records of business activity are made and kept.

**Scope Note**

An explanation of terms used in describing the records and the context in which they were made and used.

**Sentencing**

The process of applying appraisal decisions to individual records by determining the part of a Records Disposal Schedule that applies to the record and assigning a retention period consistent with that part.

**Territory Archives**

Records preserved for the benefit of present and future generations.